

OLD
BILL,
OLD
RATE

APRIL 04/01/92 500495		FIRST CLASS MAIL U.S. POSTAGE PAID LIBERTY, SC. PERMIT NO. 18 21.47 21.47 CR 20.45 0.00 1.02 \$21.47
TUNE TO CABLE CHANNEL 4 FOR FREE PREVIEW DATES, PAYMENT LOCATIONS, AND OTHER CABLE RELATED INFO.		
APRIL 500495 WILLIAM ELLIS 105 FAYE ST LIBERTY SC 29557-9375		\$21.47

*PAID 4-4-92
CJS*

RECEIVED
JAN 4 1993

FEDERAL COMMUNICATIONS COMMISSION
 OFFICE OF THE SECRETARY

NEW
BILL,
NEW
RATE

JANUARY 01/01/93 500495		PRE-SORTED FIRST CLASS MAIL U.S. POSTAGE PAID LIBERTY, SC. PERMIT NO. 18 0.00 0.00 21.50 0.00 1.00 \$22.50
** HAPPY NEW YEAR **		
JANUARY 500495 WILLIAM ELLIS 105 FAYE ST LIBERTY SC 29557-9375		\$22.50

*20.88
1.63
1.04*

NEW 22.55

21.47

Dear Customer:

The following cable television rates will be effective January 1, 1993.

Basic	20.88	HBO	12.57
Broadcast Basic	13.21	Dinemax	9.66
Add. Outlets	3.40	The Movie Channel	10.63
		Disney	8.69

*2-13
DEC
9*

All rates are subject to a local franchise fee (3%) and a state sales tax (5%).

The new rates are necessary to continue providing the high quality of programming and customer service that you have come to expect from us.

We appreciate having you as a customer and hope you will continue to enjoy all that Northland has to offer.

93020034

RECEIVED

JAN - 4 1993

GARDEN STATE CABLE TV
P.O. BOX 5025
1250 HADDONFIELD-BERLIN RD
CHERRY HILL NJ 08034-0404

DATE DUE
12/31/92

COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY
38.00

FORWARD AND ADDRESS CORRECTION

\$	
----	--

PLEASE INDICATE
AMOUNT ENCLOSED

J1
G0
05
1
82
31
7

PLEASE RETURN THIS TOP PORTION ONLY, WITH REMITTANCE TO → ... Thank You!

FROM

1 CP 6.74783.5ZVCR 32
MR ALFRED LOWENTHAL
1671 CHARTER OAK AV
BLACKWOOD NJ
08012-5033

GARDEN STATE CABLE TV
PO BOX 7366
PHILADELPHIA PA
19101-7366

20001 256954 02 1 1 003800

GARDEN STATE CABLE	ACCOUNT NUMBER	BILLED FROM	BILLED TO	DATE DUE	INCLUDES PAYMENTS RECEIVED BY
P.O. BOX 5025 CHERRY HILL, NJ	20001-256954-02-1	12/16/92	1/15/93	12/31/92	12/09/92

FOR- 1671 CHARTER OAK AV

11/15 BEGINNING BALANCE 72.40

11/23 PAYMENT 72.40-

12/16- 1/15 REMOTE CONVERTER 3.00

~~12/16- 1/15 CABLE SERVICE 22.50~~

12/16- 1/15 HBO SERVICE 12.50

12/15 BALANCE DUE 38.00

SEE REVERSE SIDE FOR TELEPHONE
NUMBERS, OFFICE LOCATIONS AND GENERAL
INFORMATION.

PLEASE BE SURE TO ENCLOSE THE
TOP PORTION OF YOUR STATEMENT
WITH YOUR PAYMENT. THANK YOU.

TUNE IN TO LIFETIME ON SUNDAY,
JANUARY 17 AT 8PM EST AND WATCH
CABLE'S BEST. THE 14TH ANNUAL
CABLEACE AWARDS SPECIAL WILL BE
TELEVIEWED LIVE FROM THE PANTAGES
THEATRE IN HOLLYWOOD.

Dear Sirs: Please investigate these rate increases.
I believe they are totally out of line! It represents a
23% increase in rates in 12 months! Obviously
done before the new law goes into effect. Present cost
of living 2-4% increase versus 23%. Please
respond to my address as shown above. Thanks.

Alfred Lowenthal

RECEIVED

JAN 4 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

GARDEN STATE CABLE TV
P.O. BOX 5025
1250 HADDONFIELD-BERLIN RD
CHERRY HILL NJ 08034-0404

DATE DUE
11/30/91

AMOUNT DUE
26.83

FORWARD AND ADDRESS CORRECTION

\$

PLEASE INDICATE
AMOUNT ENCLOSED

J1
A0
05
1
62
11
4

PLEASE RETURN THIS PORTION OF WITH REMITTANCE TO ... Thank You!

FROM:

***1 CP 4.55790.59G**CR 32
MR ALFRED LOWENTHAL
1671 CHARTER OAK AV
BLACKWOOD NJ
08012-5033

GARDEN STATE CABLE TV
P.O. BOX 13778
PHILADELPHIA PA
19101-3778

20001 256954 02 1 2 002683

TELEPHONE HOURS:	ACCOUNT NUMBER	BILLED FROM	BILLED TO	DATE DUE	INCLUDE PAYMENTS RECEIVED BY
MONDAY - SATURDAY 9:00AM TO 10:00PM	20001-256954-02-1	11/16/91	12/15/91	11/30/91	11/08/91
FOR- 1671 CHARTER OAK AV		BURL CO 893-2900	CAMDEN CO 354-1660	FLORENCE 499-0066	
10/15 BEGINNING BALANCE	67.40	CARNEYS PT 299-7095	MEDFORD 953-0808	GLOUC TWP 232-8333	
10/16 SERVICE INTERRUPT	5.62-	PLEASE BE SURE TO ENCLOSE THE			
10/23 PAYMENT	67.40-	TOP PORTION OF YOUR STATEMENT			
10/25 HBO ADJ	1.25-	WITH YOUR PAYMENT. THANK YOU.			
11/16-12/15 REMOTE CONVERTER	3.00				
11/16-12/15 CABLE SERVICE	18.20				
11/16-12/15 HBO SERVICE	12.50				
11/15 BALANCE DUE	26.83				

WE WILL CREDIT YOU A FULL DAY'S SERVICE FOR ANY OUTAGE ACCUMULATING TO FOUR OR MORE HOURS IN A 24-HOUR PERIOD. NOTIFY OUR OFFICE WITHIN 30 DAYS OF THE OUTAGE.

ANY COMPLAINTS AND INQUIRIES ABOUT YOUR CABLE SERVICE SHOULD BE SUBMITTED TO OUR OFFICE. IF WE CAN NOT RESOLVE THEM, YOU CAN WRITE TO THE OFFICE OF CABLE TELEVISION, TWO GATEWAY CENTER - 9TH FLOOR, NEWARK, NJ 07102. 1-800-624-0331.

RECEIVED

DEC 22 2 43 PM '92

93020048

William H. Landrum
P.O. Box 761
Luray, Virginia 22635

RECEIVED

December 14, 1992 - 4 1993

HMB E
GOD

Federal Communications Commission
Washington, D.C. 20000

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Subject: Continued Increase in
Cable Rates -
Already too High

Gentlemen:

ADELPHIA Cable which serves me and many in the Shenandoah Valley has again rased its Rates to \$19.95. This in my opinion is much too high. \$15.00 per month is entirely enought for this service.

I could very well do without Cable. and Now ADELPHIA is advertising that they will sponsor Sunday Night Football on ESPN. This takes thousands of Dollars so they are well off financially.

Please take some action to direct they to stop going up on rates and even make them cut back. This is serious and actually is ronbing us.

Thank you Sincerely

William H. Landrum
William H. Landrum

P.S. They even have the nerve to tell us how to complain.

12/RECEIVED

93020047

JAN 4 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

To The Director of
Cable Rate Regulation & M.M. Docket
92-266 & Cable Customer Ser -
M.M. Docket 92-263

I am sending you a photo copy
of my T.V. Bill for 12/1/92

They are supposed to decrease the local
rates.

Here they are increasing rate \$.45
for Reg. T.V.

There are not that many people, that
buy the Extra Channel's, which they
are decreasing.

I would appreciate it, if you could
look into this. & ans. please.

Thank you sincerely
Charles L. Schell

P.S. - The Cable rates hikes are unwarranted.
(FCC - there are uncolled for)

RECEIVED

DEC 22 2 44 PM '92

HMB
COM
FILES

STORER CABLE
OF HOLLYWOOD

ACCOUNT NUMBER

15542-343050-08-0

BILLED FROM BILLED TO

12/01/92 12/31/92

DATE DUE

ON RECPT

INCLUDES PAYMENTS
RECEIVED BY

11/19/92

FOR- 1937 MC KINLEY ST APT 3

11/30

BALANCE DUE

24.68

10/31

PREVIOUS BALANCE

24.68

CUSTOMER SERVICE:

922-3000

11/02

PAYMENT-THANK YOU

24.68

RECEPTION PROBLEMS:

922-4600

12/01-12/31

BASIC CABLE

13.95

12/01-12/31

SALES TAX

1.37

A \$5.00 ADMINISTRATIVE FEE WILL BE

12/01-12/31

FRANCHISE FEE

.46

APPLIED FOR ALL PAYMENTS RECEIVED

12/01-12/31

EXPANDED BASIC

8.90

AFTER THE 15TH OF THE MONTH.

PLEASE PAY THE BALANCE DUE BY THE 15TH OF THE MONTH TO AVOID
A \$5.00 ADMINISTRATIVE CHARGE.

TUNE INTO STORER CABLE OF HOLLYWOOD'S FREE PREVIEWS. MOVIE CHANNEL JAN 18-21
ON CHANNEL 22. SHOWTIME JAN 22,23 ON CHANNEL 20. HBO JAN 24,25 ON CHANNEL
16. CINEMAX JAN 26-29 ON CHANNEL 18. PARENTAL LOCKS ARE AVAILABLE IN OUR
LOBBY FREE OF CHARGE.

IN ORDER TO CONTINUE BRINGING YOU THE FINEST QUALITY MOVIES, EFFECTIVE
JANUARY 1ST, HBO WILL INCREASE BY \$.45. IN APPRECIATION OF YOUR SUPPORT IN
1992, STORER WILL DECREASE THE RATE FOR ADDITIONAL OUTLETS TO \$2.90 AND
CORDLESS CONVERTERS TO \$4.00 MONTHLY.

THANK YOU



Continental
Cablevision®
RECEIVED

JAN 4 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

November 23, 1992

Dear Continental Cablevision Customer:

Continental Cablevision will be making several changes to your cable television service, effective February 1, 1993:

NEW CHANNELS

We're moving the classic movie and arts programming currently offered as pay services for \$9.50 per month to our Standard Service Tier. American Movie Classics (AMC) and the Arts & Entertainment Network (A&E) will be introduced on our Standard Service Tier by February 1. There will not be an additional charge for these channels.

A&E is the leader in quality entertainment, featuring the best in comedy, drama, documentaries and the performing arts. A&E also offers original dramas, special presentations and family classics along with distinctive American and international films. American Movie Classics features 50 years of Hollywood's greatest movies just as you remember them, uncut and commercial-free.

To help you sort through the wide variety of cable's viewing options, we will introduce Prevue Guide - a channel that provides comprehensive program listings and descriptions right on your TV.

NEW LEVEL OF SERVICE

A new level of service, the Economy Satellite Tier, will become available on February 1, 1993. The Economy Satellite Tier will offer 10 Satellite channels in addition to the Basic Broadcast Service Tier. Watch your mail in January for more information on this new level of service. In order to accommodate this new level of service, several channels will be moved by February 1. You will receive a new channel line-up card in your mail in January.

NEW SERVICE RATE

Effective February 1, 1993, the monthly rate for the Standard Service Package will be revised to \$21.45 and the rate for the Basic Broadcast Service Tier will be adjusted to \$8.95. Monthly rates for other services such as Additional Outlet, FM Service, Remote Control, and Premium Services will not change at this time. Your cable service continues to be a good value. In fact, the rate for basic cable service has kept pace with inflation since cable was introduced in Quincy in 1968 as a 9 channel service. Adjusted to the Consumer Price Index, your 1993 cable service of basic channels would be priced at \$21.70 per month.

We are excited about these new services, and we encourage you to watch your mail in January for more information. Continental Cablevision has always been your best value for high quality entertainment and information. We thank you for your subscription, and look forward to bringing you more of the best in the future.

Sincerely,

The Staff of
Continental Cablevision

\$28.95 - per mo. Cable & A.B.O.

86.85



[Handwritten signature]

RECEIVED

93020045

Federal Communications Commission
1919 M Street N.W.
Washington, DC 20554

December 13, 1992

Dec 22 2 43 PM '92

RECEIVED

Re: Local Cable price increases

Attention: Chairman Alfred Sikes

JAN - 4 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Sir:

I wish to bring to your attention a situation concerning my local cablevision company and their flagrant, monopolistic, price-gouging practices.

My local cablevision company is Palmetto Cablevision located in Aiken, SC and part of a larger corporation based in California. This cablevision company has been here for approximately three years, having bought-out the previous cablevision service.

In that three year period of time, they have revised programming schedules, removing some local broadcast stations, and adding more expensive extra-pay-channels. They have also increased basic cable service cost a total of 30.8%. More pointedly, the last increase of 8% was made as of November of this year, just days after the new rate-regulation law was passed in October.

Their service is nothing to brag about. As soon as it starts raining, or most any evening, the picture-quality decreases, and if there happens to be a thunderstorm in the area, they turn-off the system. The system should have been built with the realization there would be wet weather in the future.

Our local County Commission seems to have no guts to take the cablevision people to task, even though they (the commission) are responsible for the cablevision regulation in this area.

I believe that some investigation should be made to determine the effects of price-gouging by this company.

Thank you for your time.

Daniel H. Toth
P.O. Box 1036
Bath, SC
29816-1036

cc: SC Rep. Butler Derrick
SC Sen. Strom Thurmond
Aiken County Commission
Palmetto Cablevision

December 12, 1992

RECEIVED

93020044

DEC 22 2 42 PM '92

MMB ENCLOSURE
COMPL. 12/15/92
INVESTIG. 12/15/92

RECEIVED

JAN - 4 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Mr. Alfred Sikes, Chairman
Federal Communication Commission
Washington, D.C. 20402

Dear Mr. Sikes:

Enclosed is a letter I just received from Cox Cable Company relative to program changes and a price increase.

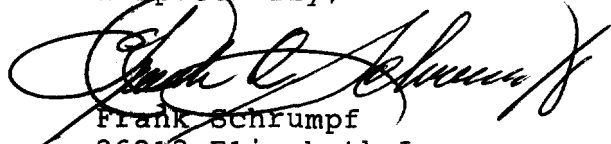
I do not feel that I should be paying for programming that I will never use or detest. Every year the monthly cost has risen and actually we are paying for channels that are of no value.

When cable first came to the area, Basic was \$6.90 per month and Premium Channels \$7.25 - \$8.50. Now Basic is \$20.75 and Premium Channels \$8.50 - \$10.00 per month. I can only assume the Premium Channels were not self-supporting so the increases were placed on the Basic Tiers, which is unfair to the subscriber.

I, therefore, recommend that the customer only pay for each channel for which he/she subscribes, and not subsidize "garbage."

It is my hope that this situation can be corrected.

Respectfully,



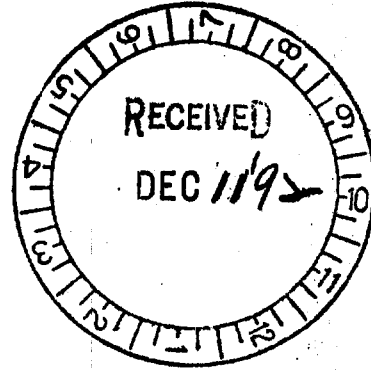
Frank Schrumpf
26913 Elizabeth Lane
Olsted Township, OH 44138

Enclosure

12221 Plaza Drive
Parma, Ohio 44130
Tel. (216) 876-8300



**Cox Cable
Cleveland Area, Inc.**



Dear Valued Customer:

We want to review with you some of the improvements and changes we are making to our channel lineup in 1993.

- ~~EWTN will move to Channel 11 and share time with G-SPAN II (EWTN will still be on the same hours).~~
- BRAVO will move to Channel 7 and share time with ALTV.
- The Learning Channel is being added to our cable lineup and will be on Channel 14. TLC offers outstanding programs including the first commercial free television block designed for pre-schoolers called "Ready, Set, Learn!" from 6:00 a.m. - noon weekdays.

In 1992 we added an Audio Response Unit (ARU) to our telephone system to assist us in helping solve our customer's needs and problems. We also expanded our telephone business office hours by 15 hours per week.

Cox Cable Cleveland Area has been nominated for the Customer Is Key award two years in a row. This award signifies that we offer the best service to customers in the cable industry and is determined by our customers.

You probably have heard about the Congressional action instructing the F.C.C. to create guidelines for the cable TV industry. The F.C.C. has not yet created these programming and pricing guidelines but will likely have them in place mid-1993. Cox Cable will follow these guidelines when they are completed. We have, however, reviewed our pricing policies and find that some changes are necessary.

Effective January 1, 1993, the Complete Basic service monthly rate will increase by \$1.00 per month.
(Your December/January bill may not reflect the total adjustments since the adjustments take place January 1, 1993. Your new rate will show on your January/February bill). In addition, the Golden Buckeye Card discount can only be calculated on the amount of Complete Basic service that doesn't include our 12-channel service. For 1993, the Golden Buckeye Card discount will be on \$15.25.

We continue to offer the SELL-A-FRIEND PROGRAM as an opportunity for you to have reduced monthly costs. Contact your Customer Relations Representative at 676-8100 for specific details on these programs.

We thank you for being a valued customer and for the opportunity to provide you with great entertainment. We are pleased to have your family a part of the Cox Cable family.

Sincerely,

Ron Hamaker, Vice President/General Manager
COX CABLE CLEVELAND AREA, INC.
BT

Mr. Alfred Sykes
Federal Communications Commission
1919 M Street, NW
Washington, DC, 20554

93020042

RECEIVED
JAN - 4 1993
FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Dear Mr. Sykes:

I am a resident of Montgomery County (MD), retired, handicapped, on a fixed income, and a frequent television watcher.

The recently proposed increase in cable TV rates by Cable TV Montgomery is the sixth such annual increase by CTVM. The rates we are paying for cable TV are already too high compared to a number of other cable companies.

While I have not been able to research the finances ostensibly requiring an increase in rates, it appears that we subscribers are paying for interest and retirement of a \$220 million debt incurred by CTVM. After we subscribers pay off this debt, will we subscribers have part ownership in the cable system? I think not.

I await the implementation of new regulations on cable TV but hold little hope for an equitable readjustment downward of rates. Usual business practice seems to recognize debt as an acceptable business expense. But we subscribers are buying much of the cable system with no recourse or compensation for what is in fact a monopoly.

If there is anything you can do to reach a more equitable rate schedule for us subscribers, it will be much appreciated.

Sincerely,


William J. Condell, Jr.

4511 Gretna Street
Bethesda, MD, 20814
23 December, 1992

BILL SHERMAN
1702 EAST SIERRA VISTA
PHOENIX, ARIZONA 85016

3020040

RECEIVED

JAN 4 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

December 15, 1992

Director, Federal Communications

Washington, D. C.

Dear Sir:

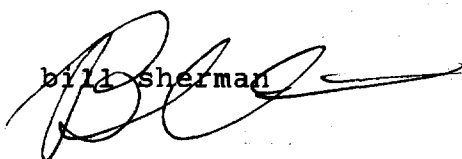
As a result of reading a small story in the Arizona Republic Newspaper (TV NEWS BRIEFS) I'm enclosing a story sent to me by my sister (address below) relative to a story that appeared in the Omaha World Herald in Omaha, Nebraska.

My sister is a widower and cannot well afford future rate increase of her cable television.

If they follow through on their promise of a rate increase, then the whole country will do likewise and now is the time for your agency to take the bull by the horns and correct a bad situation before it gets worse and out of control.

Thank you.

Sincerely yours,


bill sherman

(Sisters' Address:

CHERI WEINER

515 No. 28th Ave,

Omaha, NE. 68131

STOP
1800

RECEIVED

DEC 23 1992

OFFICE OF MANAGING DIRECTOR

RECEIVED

CableVision

OF BATON ROUGE

P.O. Box 66617, Baton Rouge, La., 70896
923-3500

JAN - 4 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

DEC 21 1992

KANSAS CITY

Dear Showcase Customer:

As one of many customers who took advantage of our special SHOWCASE Premium Channel Package, you've been enjoying great programming at our best value ever for HBO, Cinemax, Showtime, The Disney Channel and Encore. We know you've enjoyed the variety and value that SHOWCASE has offered.

Beginning in January, the special package price of \$23.95 will no longer be available, but we are pleased to be able to continue offering a significant savings on premium channels when you maintain your current level of premium service with us.

Effective with your January bill, your current premium channel package will be available at \$29.40 a savings of over 30% off of the a la carte cost for these channels. For all the entertainment this package provides, we think you'll agree it's still a great value—just compare it to a few trips to the video store.

By continuing to receive your premium channel package, you'll enjoy our lowest price on some of the season's best commercial-free programming. With your five-service package, you can enjoy literally hundreds of movies, specials, concerts and sporting events every month, all in your own home whenever you're ready for great entertainment.

To continue to enjoy the savings of our premium channel package, you need do nothing. Your January bill will show the new package price of \$29.40. Service packages and prices are subject to change. If you have any questions, please call us at 923-3500 and we will be happy to assist you.

As always, we appreciate your patronage and are working hard to make you a happy cable customer.

Sincerely,

CableVision of Baton Rouge

92-266

RECEIVED

93020037

JAN 4 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

December 23, 1992

To Whom It May Concern;

I am writing in behalf of the recent rate increase that Sammon's is taking come February. This is truly ridiculous. Every year they have the same story to tell that the costs of operating needs to be adjusted.

I can see if they were adding channels that we have to choose from. But they keep increasing our rates and we get nothing out of it!

I am sure that they do have operating costs but so do alot of other places and they aren't raising their costs EVERY year.

Something needs to be done about this and soon.

Please take this into consideration and stop them from taking over.

Thank you.



J.L. Page
108 18th Ave.
Naplate, IL 61350

93020053

Mr. Shiro Furukawa
8329 Elsmore Drive
South San Gabriel, Ca. 91770

December 2, 1992

RECEIVED

[JAN - 4 1993]

Federal Communications Commission
3711 Long Beach Blvd.
Long Beach, CA

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Dear Sir:

Letter enclosed is self explanatory.

Thank you for your time.

Yours truly,

Shiro Furukawa

Mr. Shiro Furukawa
8329 Elsmore Drive
South San Gabriel, Ca. 91770

December 2, 1992

RECEIVED

[JAN - 4 1993]

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Cencom Cable Television
2215 Mission Road
Alhambra, CA 9183-1484

Dear Sir:

Your recent rate increase for non-recurring and installation charges are far out of line. I cannot believe labor and material have increased by over fifty percent and in some cases by nearly one hundred percent. You have just increased our basic monthly fee by six and a half percent.

Our national rate of growth has been very low, in fact, recessionary, so I cannot believe such an increase. I am a firm advocate of capitalism but unfair gouging in a virtual monopoly such as yours will bring about more government controls.

I think you should reconsider the rate of increase and find something to keep your employees productive as we cannot pay for the idle hours. You might consider contracting this work out to other firms and pay as you need them.

Thank you for your time.

Yours truly,



cc - Federal Communications Commission

DECEMBER 11, 1992

4950 AMNEST STREET
SAN DIEGO, CA 92117
PHONE: (619) 453-0030 X 301

93020054

92120431
RECEIVED

[JAN 4 1993]

FEDERAL COMMUNICATIONS COMMISSION
MASS MEDIA POLICY & RULES
1919 M STREET, N.W.
WASHINGTON, D.C. 20554

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

DEAR SIRs:

I WOULD LIKE TO FILE A FORMAL COMPLAINT AGAINST
SOUTHWESTERN CABLE TV (OWNED BY TIME-WARNER INC.) WHICH SERVES
THE NORTHERN PORTION OF THE CITY OF SAN DIEGO, FOR ANNOUNCING
A RATE INCREASE OF 5% EFFECTIVE IN EARLY 1993. DURING THE
PAST THREE YEARS THEY HAVE RAISED THEIR RATES 30%.

THE RATE INCREASE IS \$1.22 per month, AND WILL BRING
THE MONTHLY COST FOR 38 BASIC CHANNELS (WITHOUT ANY PREMIUM
CHANNELS) TO \$24.32 PER MONTH.

SOUTHWESTERN CABLE TV IS LOCATED AT 8949 WARE COURT, SAN DIEGO, CA 92121
THEIR PHONE# IS (619) 695-3110.

MANY THANKS FOR YOUR ATTENTION TO THIS MATTER.

SINCERELY,

Elliot Becker

ELLIOT BECKER

INVEST
COMM
MRB EX-100
11-11-92

DEC 16 9 17 AM '92

RECEIVED

RECEIVED RECEIVED

DEC 23 3 17 PM '92 [JAN 4 1993]

William M. Bloom Jr.
211 Bridge Street
Morton, PA 19070

93020056

MMB ENF
CONFE
INVEST

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

December 20, 1992

Mass Media Bureau
Complaints and Investigations
Federal Communications Commission
2025 M Street, N.W.
Washington, DC 10554

Dear Sirs:

In November of this year I received a mailing from my cable television company notifying me that my rates for basic cable service would rise \$2.00 from \$17.50 to \$19.95 effective January 1, 1993. In their letter (copy attached) they claim that the increase is to provide a "high degree of customer service and reliability". They do not claim that the increase is due to the 1992 Cable Act being enacted on October 5, 1992.

I disagree, and stated that in a letter of protest to Suburban Cable's Vice President and General Manager, Mr. Stanley H. Greene dated November 22, 1992. This letter is a formal protest to you about the rate increase. I contend that the rate increase is simply a means to raise rates before regulation is implemented. I am a victim of their cable monopoly in our area and am forced to pay their ridiculous rates if I want cable television in my home.

Please investigate this matter and add this letter to your complaint files. Thank you.

Sincerely,



William M. Bloom, Jr.



3 Moore Road • Wallingford, PA 19086

November, 1992

Dear Valued Customer:

You may be aware that on October 5, 1992, the U.S. Congress enacted into law the 1992 Cable Act. As provided by that legislation and subsequently defined by the Federal Communications Commission (FCC), cable subscribers will experience changes in channel line-ups, such as the introduction of tiers (different levels of service) and adjustments to the cable bills. For a brief explanation of some of the provisions contained in the bill, please refer to the following:

Within one year, guidelines for the price of the basic tier of cable programming will be set by the Federal Communications Commission (FCC). This "basic" tier will consist of all local broadcast stations (such as KYW-3, WPVI-6, WCAU-10, WPHL-17, etc.), C-SPAN and our local community access channels. The FCC will establish guidelines to be used by those municipalities that elect and are qualified to oversee basic cable rates. The government authorized prices will include the cost of cable operators compliance with the many new requirements in the bill, such as payment to local broadcasters and meeting equipment standards. Rate regulation *does not* necessarily mean a rate decrease. The exact cost of complying with these rules is impossible to determine at this time.

Suburban Cable will continue to carry all of the popular cable programming services (such as AMC, ESPN, CNN, etc.), however, sometime next year, they may be offered on an optional tier, separate from the newly defined "basic" service. Rates for premium channels and pay-per-view will not be regulated.

The new requirements state that a cable company must devote one-third of its channel line-up to local station carriage. Broadcast stations must choose between the right of assured carriage ("must carry") or retransmission consent. If the broadcasters choose retransmission consent, they can negotiate for payment, in return for allowing the signal to be carried.

There are numerous other provisions contained in this legislation. As new guidelines are created by the FCC, we will keep you advised of all important changes.

We are pleased with our record in providing excellent customer service and programming choices. Over the past years, we have expanded our channel line-up, enhanced the quality of programming, including the introduction of pay-per-view service, and increased system reliability by investing in fiber optics. This state-of-the-art technology is the most advanced, efficient means used to transmit electronic signals. As we install this new technology, you will continue to see fewer cable outages and better picture quality. This will also allow us to increase channel capacity in the future. Suburban Cable experienced escalating costs in the past year such as labor, insurance, system maintenance, equipment, programming fees, franchise fees, and copyright fees. Suburban Cable rates have always been less or equal to other cable operators in the market. Reasonable rate adjustments, however, are necessary to operate our business with a high degree of customer service and reliability. As a result, the basic cable rate will be adjusted to \$19.95 beginning January 1, 1993. There will be *no* increase in the rates for HBO, PRISM, Cinemax, Disney, Showtime, additional outlets, remote control rentals, TV Host, and pay-per-view service.

If you are interested in adding more value to your cable service, we invite you to take advantage of a special installation offer on several of our popular premium services. Call before Dec. 30 and we will give you a subscription to Cinemax or Showtime for 3 months at \$3.95 per month.* This represents a monthly savings of up to \$6.00! Please call our Suburban Cable customer service department at 876-5000 for more details.

Thank you for subscribing to Suburban Cable service. We look forward to providing you with continued quality programming and the efficient customer service that you have come to expect.

Sincerely,

Stanley H. Greene
Vice President and General Manager
Suburban Cable TV

P.S. Don't miss your opportunity to ask me questions about your cable service and become eligible for a FREE month of basic cable. Call me with your questions on The General Manager's Show, airing live the second Wednesday and repeated the fourth Wednesday of every month at 7:30 p.m. on Suburban 31 (Channel 31).

*Offer expires Dec. 30, 1992. Offer does not apply to premium service switches. Other restrictions may apply.

2160 HOWLAND-WILSON RD. N.E.
WARREN, OHIO 44484

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DEC 22 2 43 PM '92

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JAN 4 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

December 14, 1992

Alfred Sikes, Chairman
Federal Communications Commission
1919 M St. NW
Washington, D.C. 20554

Dear Sir:

An article in our local newspaper outlined the concerns of the FCC re: cable T.V. rate increases pushed through before regulation goes into effect in the Spring of 1993.

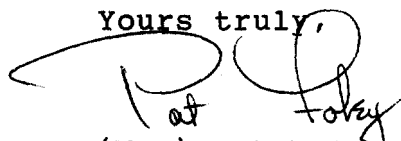
I thought you should see the enclosed rate structure which imposes increases by our local cable company, TCI Cablevision of Ohio, Inc. This will be the 7th consecutive annual increase which this company has inflicted on its customers. In 1986, before deregulation went into effect, basic service was \$8.82. Effective January 1993, basic service will now be \$19.51 per month. Other individual services are also slated for rate increases.

I have noted the 1992 rates in brackets. I also question this company's claim that their programming, technology, and general operating costs have risen MORE THAN THE INCREASE IN THE COST OF LIVING. If this were the case, I'm sure that telephone, electric, gas, and other utility rates would also be demanding a comparable rate increase. Such is not the case.

This cablevision company has been a disaster from the beginning of its operation in this community. It is arrogant beyond belief. Letters are unanswered; the phones are removed during an outage, resulting in 24-hour Busy Signals; they are out-of-service often; and are insulated from public opinion. They play head-games with their rate-structures, adding here and there, and subtracting pennies elsewhere. The end result is an annual increase in rates for the past 7 years. I am now paying \$150.00 more per year, than I was paying for more channels in 1987. Something is very wrong here.

I hope you'll look into this company's operations...they deserve close scrutiny.

Yours truly,


(Mrs) Pat Foley
(216) 856-1489

Alfred Sikes, Chairman
JCC

Washington DC

Beate Lorian, Sikes

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907 N. Third St
Elmira NY 14901

December 16, 1992

93020052

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

I'm writing you to protest the hike in cost of Cable service to me and hundreds of subscribers such as myself, effective Feb. 1993, by Paragon Cable of this area

At present I'm receiving basic cable service from chan. 2 to 13 plus 23 which includes CBS, NBC, PBS, CNN + AMC plus some assorted other stations.

The cost now is \$5.95 and the new rate to be \$6.25, which I'm not protesting too much. But what I am protesting is that CNN + AMC are being taken away and CSPAN + QVC (home shopping) neither one that is watched by me or many others I have spoken to about it.

In order to again receive CNN + AMC which will be moved so that it won't be received by basic subscribers, I will have to pay an additional \$14.70 which would make my monthly payment \$20.95 instead of \$5.95, a raise of over 300%.

Can you tell me what is fair about this, because we sure are going to be ripped off by Paragon Cable from whom we receive our service as there is no competition in this area.

I'm hoping JCC can do something about this channel changing that is being done in order that the subscriber order Standard Cable Service instead of the Basic, that we are now receiving with which we are satisfied as is.

(over)

Sincerely,
(Mrs) Sophie B Sprawick

RECEIVED
JAN - 4 1953
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, D.C. 20541
If we were in an area where we could receive
some stations, we wouldn't need cable but in this
area either you get cable or you don't get anything.

Mrs Sprink

INTRODUCING A NEW GUIDE TO GREAT PROGRAMMING ON CABLE TELEVISION

THE NEW CABLE GUIDE...

Contains expanded listings for your cable system.

Is your only source for programming with channel numbers listed next to each show.

Gives you all the movies, family entertainment, specials and the sports on cable television for the entire month. Shows are listed in three time slots; day, prime time and late night.

Highlights new and original programming and movie premieres by network and gives complete descriptions of upcoming shows.

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We believe that The Cable Guide provides you with the best source of information for Cable TV. Every month, you'll find hundreds of programming descriptions, movie directories, easy-to-read primetime grids and interesting articles about your favorite stars. Enjoy this complimentary copy of The Cable Guide.

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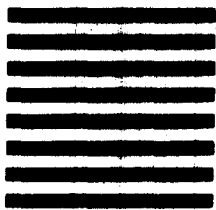
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Lot 474

Cable Is Still A Great Buy 92-266/

Cable Television is one of the best entertainment values your money can buy.

As a valued customer, we want to inform you of some changes to your cable service. In 1992, our costs for programming, technology, and general operating expenses have risen more than the increase in the cost of living. In 1993, we are adjusting our rates by the national cost of living index, plus cost increases from program suppliers. This will enable us to continue bringing you the quality service and entertainment you value. Listed below are the new rates and their effective date.

As you may know, Congress recently adopted legislation which extends greater regulation over cable television rates. The Federal Communications Commission is expected to adopt rate regulation guidelines and rules by mid-1993. Based on current information, we believe the rate adjustments we are making are consistent with the provisions of the new law.

We regret we cannot yet answer all of your questions on the new legislation until the FCC acts. We are committed to complying with the new rules — and doing all we can to make cable television programming and service even better.

1993 Cable TV Monthly

Rate Highlights

(effective with your January '93 bill):

- The new monthly rate for Basic Service will be \$19.51. (~~OLD RATE - 1992~~ \$17.94)
- The new monthly rate for Expanded Basic Service will be \$2.45. (1.86)
- HBO will increase 45¢ (applies to package prices and single purchase).
- The charge for Basic Converter without remote will be \$2.50.
- The late payment fee will be \$3.00. (2.00)
- The rates for other services will not change at this time.

TCI Cablevision of Ohio, Inc.

372-1112

Pricing, programming, and packages are subject to change.

Applicable franchise fees and taxes will apply.

8794-5200: All